



University of
St Andrews

Mediation Service



The Mediation Service

A service for everyone in our University community who want to resolve disagreement informally.

The service works with individuals and with groups or teams seeking a collaborative, inclusive framework for problem solving issues.

Scottish Mediation

The Mediation Service is working with Scottish Mediation.

We are signatories to the Charter and adhere to the Code of Practice.

<https://www.scottishmediation.org.uk/>

What is Mediation?

Mediation helps those in conflict or disagreement participate in conversations that would be too problematic to hold constructively without a trained mediator. Mediation is a confidential, impartial and voluntary process to work out a mutually acceptable outcome.

Benefits of mediation

Resolution can often be achieved in a relatively short time frame.

Mediation builds dialogue between people to help to resolve disagreements and conflicts.

Mediators do not impose a judgement or favour sides.

Mediation is a form of early intervention to help resolve issues as an alternative to the formal process however, it does not take away any existing formal processes, for example, Harassment , Grievance or Complaints policies.

Who are the mediators?

A team of staff members from a wide range of departments.

Mediators receive accredited training and continuous professional development.

The Head of Mediation coordinates the service and is a qualified mediator and therapist.





Impartial and Voluntary

Mediators act impartially.

Mediators will not mediate in situations if previous involvement indicates there may be a conflict of interest.

If you have concerns regarding the allocated mediator, please contact the Mediation Service who will be responsive.

If you do not want to take part in mediation, there is no obligation to do so and no mediation will take place.

Confidential

Within the standard limits of the law, everything discussed throughout the mediation is private.

The Mediation Service operates independently from other University services.

In line with other mediation services, The Mediation Service does not store notes. Notes made during sessions will be destroyed.

The mediation process is without prejudice, i.e. mediators are not called upon in any future procedures (for example, a grievance or harassment) should mediation not resolve the issue.



Respectful and Collaborative

Mediators recognize that disputes and conflicts can cause stress and distress.

Mediators promote respectful and considerate approaches throughout the process. Mediation actively encourage participants to work together to identify, agree and implement a shared solution.

Mediation gives staff and students access to a fair and dignified approach for managing conflict.

Next steps

The Head of Mediation responds to requests for mediation (email: mediation@st-andrews.ac.uk)

Once all parties have agreed to mediate a mediator will be identified and usually they will meet with each party separately and then jointly to:

- Open dialogue.
- Understand the different perspectives of the situation.
- Consider underlying feelings.
- Explore possible options.
- Help seek a mutually agreeable outcome.

Contact

If you have questions or would like to discuss how mediation can help with your situation, please contact us at: mediation@st-andrews.ac.uk